

To whomever these concerns, we Joshua and Stephanie Gilbert, customers of Easter Rockcastle Water District are very dissatisfied with the proposed rates for our area. This new rate we feel is very unnecessary and we want to express our opinion on this matter. As new customers we a concerned with what kind of budget there is, and who is in control of paying for and maintaining our pumps. We knew when we moved here that there were problems. Someone is not doing there job properly in the first place or else there wouldn't have been problem I know of in the past. Many people up here have access to either a spring or an underground well anyway. Sand Hill was very blessed to ever have city water in the first place but when the rates become higher as I have known of them to do before there is still no improvement in our water quality. We are still without water a lot due to 2 new pumps not working right, no parts available and at hand to repair them with, and we just can't figure out why they are not usually prepared with a plan to take care of us their customer's as soon as water trouble happens. It did not help us as I was a customer the first time they raised the rates!!!!!!!! WHY ARE THEY DOING IT AGAIN AN EXPLANATION IS NEEDED

JOSH AND STEPHANIE GILBERT

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